



Cabinet for Workforce Development

2002 Annual Report



Growing a strong workforce
for the Bluegrass State

Cabinet for Workforce Development

The Cabinet for Workforce Development provides education, helps grow robust businesses and strong families, and assists Kentuckians to improve their lives. The cabinet has made great strides in these areas, while streamlining its structure and processes to make state government more efficient. — Gov. Paul E. Patton



As the cabinet presents this significant record of accomplishment, I credit Governor Paul E. Patton and the General Assembly for supporting our cabinet. It is only with their unwavering support that we have been able to make a difference in the lives of thousands of Kentuckians. — Cabinet for Workforce Development Secretary Allen D. Rose, May 1998-May 2003

The Cabinet for Workforce Development could not be successful without the dedication and commitment of its employees. It is on the foundation of their efforts that our achievements for the Commonwealth are built. — Cabinet for Workforce Development Secretary Willie Lile, May 2003-Present



2002



Contents

Introduction	2
Improving the Education Product	5
Promoting Economic Development	11
Building Self-Sustaining Families	21
Improving Quality of Life	31
Strengthening State Government	37
About the CWD	41
2002 At a Glance	45



Introduction

• • • • •
Connecting
Kentucky to
employment,
workforce
information,
education and
training.

The mission of the Cabinet for Workforce Development (CWD) is connecting Kentucky to employment, workforce information, education and training.

CWD has one of state government's broadest customer bases; therefore, these connections are made on many levels in many ways — the cabinet provides services for employers, job seekers, high school students, laid-off workers, adult learners, people with disabilities, unemployed people, veterans and those with training needs.

Because of the demands of this diverse customer base, the cabinet provides a wide range of services that contribute significantly to Governor Paul E. Patton's top strategies.

CWD is made up of the Department for Employment Services, Department for Training and ReEmployment, Department of Vocational Rehabilitation, Department for the Blind, Department for Adult Education and Literacy, Department for Technical Education and Office of the Secretary.

Descriptions of the departments and contact information are on page 40 of this report. The departments serve particular customer groups, but the common mission of the departments is to help Kentuckians prepare themselves for and find jobs and to assist employers in developing the workforce they need.

This report outlines some of the initiatives that are underway to fulfill the cabinet's commitment to "Growing a strong workforce for the Bluegrass State."



A photograph of graduates in blue caps and gowns, looking forward. The image is the background for the text.

Improving the Education Product



The cabinet provides education chiefly through the Department for Adult Education and Literacy, which offers GED, literacy and basic skills classes to adults, and the Department for Technical Education, which provides hands-on technical training for high school students.

Other CWD agencies also contribute significantly to the improvement of Kentucky's education system.

Department for Adult Education and Literacy

- ◆ In fiscal year 2002, Kentucky set a record with 14,651 Kentuckians earning a GED. Kentuckians earning GEDs annually has increased 51 percent in five years.

- ◆ Another record was set when 86,413 Kentuckians were enrolled in adult education programs, exceeding the department's fiscal year 2002 goal of 75,000. Two years ago, only 51,000 Kentuckians were in adult education programs.

- ◆ For meeting enrollment goals and performance standards, adult education programs in 71 counties shared nearly \$800,000 in rewards funding in fiscal year 2002.

- ◆ The department's family literacy programs addresses the educational needs of parents and children, improving literacy in two generations at once. Kentucky is one of two states to offer family literacy programs in every county. Nearly 3,000 individuals were enrolled in family literacy in fiscal year 2002 — more than twice the number of fiscal year 2001.

- ◆ With the launch of Kentucky Virtual Adult Education, www.kyvae.org, the state became a pioneer in distance adult education. The site provides on-line assessments, tutorials, adult basic education, GED and workplace instruction.

Department for Technical Education

- ◆ Kentucky Tech enrollment increased to more than 22,000 students in fiscal year 2002.

- ◆ A new Kentucky Tech-Kentucky Community and Technical College System partnership allows students to enroll simultaneously in high school and college. More than 2,000 high school students are getting a head start on their college education and saving tuition money through dual enrollment.



Leading by example

An adult education success story

Cresta Edmiston-Stanley, 55, left school in the 11th grade. When she enrolled at Lifelong Learning Center, an adult education center in Taylorsville, to work on a GED, Edmiston-Stanley said, “80 percent was for my children and 20 percent was for myself.”

“I kept harping on my sons to get a GED and they would say, ‘You and Dad are doing OK.’ I thought I’ve got to set an example. I went and passed it the first time,” she said.

Her success convinced her 24- and 28-year-old sons to study for the GED together, and they both passed the test the first time they took it.

Edmiston-Stanley enjoyed learning so much that she enrolled in the Shelbyville County Area Technology Center where she earned straight A grades in the certified nursing assistant program. She now works in a nursing home.

“You can’t go anywhere without this piece of paper. It’s just a piece of paper but it’s a very important piece of paper,” Edmiston-Stanley said of her GED. “I am very proud to say, ‘I have my GED.’”

Above: Scott County GED graduating class.



“I kept harping on my sons to get a GED and they would say, ‘You and Dad are doing OK.’ I thought I’ve got to set an example.”

Cresta Edmiston-Stanley



- ◆ DTE opened new area technology centers (ATCs) in Jackson and Lincoln counties. The Monroe County ATC was rebuilt; Mason and Shelby ATCs were expanded. More areas are realizing that technical education is important to a high school curriculum and a key economic development tool.

- ◆ The department has invested \$9 million in state-of-the-art equipment so students learn skills based on industry standards. The funding has added more than 30 new programs in areas such as information technology and health sciences.

- ◆ The department operates 33 information technology (IT) academies in ATCs. More than 1,200 students worked toward IT industry certifications leading to career and postsecondary opportunities.

- ◆ The department partnered with the Council on Postsecondary Education to produce two television spots to promote the benefits of technical education. One spot features the Oak Ridge Boys. DTE also developed a brochure distributed to 300,000 fifth through ninth grade students.

- ◆ In partnership with the Kentucky Department for Military Affairs, DTE was instrumental in developing a technical education component for the Kentucky National Guard Youth ChalleNge, which is an 18-month voluntary program for at-risk youth who have dropped out of school.

Department of Vocational Rehabilitation

- ◆ At the Perkins Comprehensive Rehabilitation Center, DVR helps adults earn high school diplomas through the External Diploma Program. During fiscal year 2002, 28 students earned diplomas by demonstrating skills learned from life experiences.

Department for the Blind

- ◆ DFB was instrumental in passage of the Kentucky Accessible Textbooks Act, which mandates that students who are blind, have learning disabilities or cannot read standard print due to a disability will obtain textbooks in an alternate format at the same time other students receive textbooks. This will benefit at least an estimated 15,000 students.

Mechanically inclined

A technical education success story



“The principal said there weren’t many females in machine tool technology, and there would be great opportunities in this field.”

Laura Young

Above: Laura Young at the Shelby County ATC.

When Laura Young was a high school sophomore, the Shelby County Area Technology Center principal talked to her class about what studies the center offered.

One piqued her interest: machine tool technology.

“When I was a child, I used to take things apart and put them together, even electrical things, so I’ve had a natural inclination toward this area,” said Young. “The principal said there weren’t many females in machine tool technology, and there would be great opportunities in this field.”

Now a senior, Young is putting together metal parts by using a welding torch, milling machine and lathes.

Young, who plans to attend the University of Kentucky and major in civil engineering, always realized that she was mechanically inclined, but attributes her career focus to the area technology center. “I probably wouldn’t have known about this career field, if not for the ATC,” noted Young.



- ◆ DFB provides students with cassette recordings of academic and vocational materials through Volunteer Recording Units in Paducah and Lexington. In 2002, community volunteers recorded 135 books for students.

- ◆ For people with visual impairments, DFB provides study materials for literacy training, GED classes, college entrance exams and adult basic education classes.

Office of the Secretary

- ◆ To promote postsecondary education, CWD provides annual Education Pays Scholarships to 25 Kentuckians who have used a cabinet program or service. Ranging from age 17 to 46, 2002 scholarship winners are pursuing higher education in such fields as nursing, engineering and agriculture.

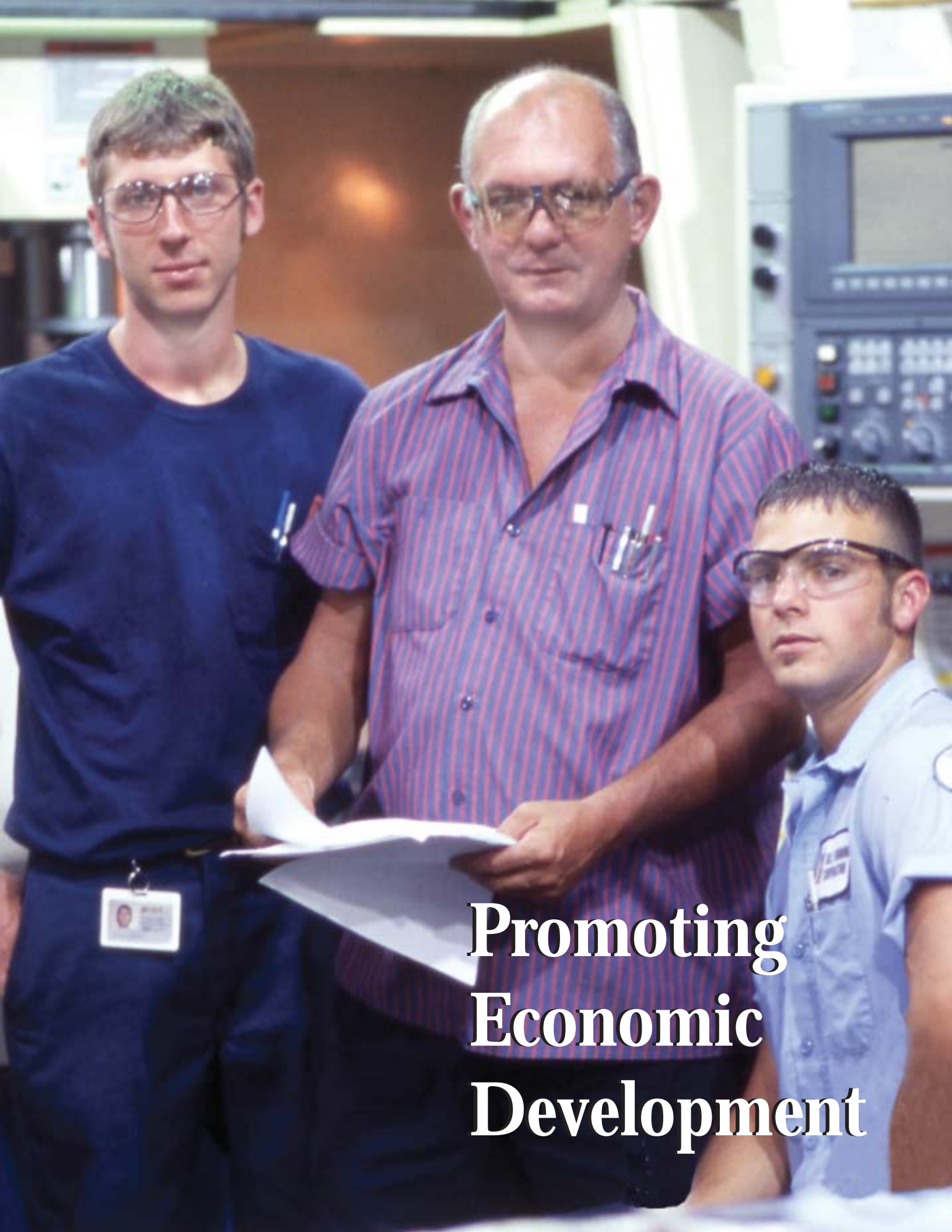
- ◆ CWD funds Project SUCCESS at Eastern Kentucky University to provide educational support services to students with specific learning disabilities. The project includes peer tutors and mentors for up to 50 students per year to increase retention and enhance students' postsecondary achievements.

Department for Training and ReEmployment

- ◆ The Grant County Board of Education's Positive Outcome Program (POP), funded by DTR, is a nationally recognized effort that has helped the county cut its high school dropout rate by 6.9 percent. POP was recognized by the National Center of Education, Disabilities and Juvenile Justice.

Department for Employment Services

- ◆ DES and the United Parcel Service (UPS) joined forces in an innovative recruitment effort to attract individuals to UPS's Metro College program at the University of Louisville, Jefferson Technical College and Jefferson Community College. UPS pays for students' tuition, books and housing if they enroll in Metro College and work at UPS in Louisville. (Related story in the Promoting Economic Development section.)



**Promoting
Economic
Development**



The Cabinet for Workforce Development is committed to growing a strong workforce for Kentucky by meeting the workforce needs of the commonwealth's employers. The cabinet's services and responsiveness to employers are highlighted in this section.

Cabinet for Workforce Development and Kentucky Workforce Investment Board

◆ Kentucky once again demonstrated national workforce development leadership with the implementation of the Kentucky Employability Certificate, which documents a potential employee's skills in applied math, reading and locating information.

The major sponsor of the certificate, based on ACT's WorkKeys system, is the Kentucky Workforce Investment Board (KWIB). Endorsing the certificate are CWD, Kentucky Community and Technical College System, Kentucky Chamber of Commerce, Kentucky Society for Human Resource Management and Associated Industries of Kentucky. Kentucky is one of the first states to issue such a certificate.

◆ The KWIB and CWD partnered with the University of Kentucky and University of Louisville to provide workforce information that Kentucky businesses had requested in focus groups. The information on underemployment and fringe benefits is available at www.kycwd.org.

◆ KWIB and CWD are continuing a series of regional employer forums conducted by Governor Martha Layne Collins. Discussions have focused on workforce issues confronting area businesses. As a result of employer comments, CWD has produced the Kentucky Workforce Tool Kit, a directory of public resources and contact information for training, hiring, layoffs and organizational development. It is available at www.kycwd.org.



Department for Employment Services

◆ During 2002, DES provided services to thousands of employers to meet workforce needs. Some of the services were recruiting, screening and testing applicants for initial or expanding staffing, providing office space for applicant interviews, conducting job fairs, answering questions about paperwork and unemployment insurance tax filing, and providing labor market information.

DES has a large and diverse computer-based applicant pool to help employers fill openings. Annually, more than 350,000 individuals register for work with DES.

◆ Nearly 1,000 employers are filing and paying quarterly unemployment taxes on the DES Web site, www.desky.org, which provides a convenient and secure alternative to mailing paper reports and checks.

◆ DES has developed one of the most comprehensive workforce development resources available on the Internet, and the information is localized for eight Kentucky regions. Local Web sites have had more than 205,000 visits and average nearly 2,300 per week. Find local sites through www.desky.org.

◆ Nearly 1,200 Kentucky employers benefited from an ongoing series of DES seminars that provide information on unemployment insurance, employment services available at local offices, tips that can save employers time and money and the department's latest technological advances.

◆ DES administers three employer tax credit programs for hiring people from certain groups, including eligible welfare, food stamp and Supplemental Security Income recipients; youth living in federal empowerment zones and enterprise communities; ex-felons; and people with disabilities.

According to the latest figures available, the department certifies more than 6,500 employees annually for the programs, making their employers eligible for the tax credit.

Points of View

"Kentucky is fortunate to have people like the CWD staff who are innovative and willing to take chances and do things differently." Kenneth Oilschlager, Kentucky Chamber of Commerce Executive Director and CEO, Frankfort



"The local DES office has serviced our facility in an excellent manner ... I honestly do not know how we could accomplish our staffing objectives without their help." Ken Herndon, Continental General Tire Human Resources Manager, Mayfield



"With the help of the Department for Technical Education, we have been able to provide training for employees that has secured their future in our workforce." Shirley Alley, Office Manager, Zotefoams, Walton



Delivering the goods

An employment services success story

“The success of UPS is directly linked to the efforts of DES. We never could have staffed our expansion without the Department for Employment Services.”

Patrick O'Leary

Above: Patrick O'Leary at UPS in Louisville.



When UPS staffed a major expansion of its Louisville operation, Human Resource Manager Patrick O'Leary turned to the Cabinet for Workforce Development for assistance.

“The success of UPS is directly linked to the efforts of DES. We never could have staffed our expansion without the Department for Employment Services,” he says.

O'Leary says UPS had traditionally recruited only from the Louisville area, but the company's expansion meant that his office had to look beyond the metro area.

DES arranged UPS recruitment events in 14 Kentucky cities for the company's “Hire Kentucky” initiative. The events involved open houses and informational sessions.

“If you wanted to interview with UPS, you had to go through DES. Department staff registered and screened applicants and set up interviews,” he said. “The DES staff always stayed as long as it took. They came in early and went home late and never flinched.”

“DES and UPS have always been good partners,” he said. “They were always there to support us.”

◆ DES provides a wealth of workforce information, including state and local employment and unemployment statistics, employment by industry, wage information, unemployment benefit summaries, Kentucky's fastest growing jobs, and occupational statistics and projections. Labor market information is available through www.kycwd.org.

◆ Virtual interviewing has been added to the DES menu of services. Through seven local offices, the department provides technology for video conferencing in real time to allow for long-distance job interviews between employers and potential applicants.

◆ DES operates two programs — H2A and the Agricultural Recruitment System — to assist employers in finding seasonal agricultural workers. In 2002, DES helped more than 400 farmers find 2,100 workers.

Department for Adult Education and Literacy

◆ Through the Kentucky Workforce Alliance, made up of several state agencies and colleges, the department facilitated and funded workplace-based education and training for 7,429 Kentucky workers in 127 worksites during fiscal year 2002. Another 14,735 employees in 491 projects received training through the department's workplace education program.

◆ Two recently upgraded SkillMobiles provide workplace-based education in mobile training units featuring desktop computers, flat panel displays, printers and wireless Internet access. The department served 352 students through the SkillMobiles.

◆ The department offers a tax credit program that is gaining popularity among employers. Through the program, a Kentucky tax credit is available for allowing employees to study for the GED test on work time. Employees receive a college tuition discount when earning their GED.

Points of View

"Our company believes in diversity as one of our strengths. (The Department of Vocational Rehabilitation) has helped us become more aware, more educated on how to accommodate people with disabilities." Lee Thomas, Manager, Toyota Motor Manufacturing, Georgetown



"It's a win-win situation for everybody. It gives (employees) a sense of accomplishment. And it brings out loyalty to the company because they can say, 'Look what the company is doing for me.'" Jan Landers, Director of Human Resources, Keeneland, Lexington, speaking of Department for Adult Education and Literacy worksite-based GED classes.



"DVR can make a major contribution ... to industries. When they know what we need, they bring people to us ... and that's a great advantage." Gary Kitchin, General Manager, Paducah Transit Authority



Department of Vocational Rehabilitation

◆ DVR and the State ADA Coordinator in the Office of the Secretary are leading partners in the Kentucky Business Leadership Network (KYBLN), a cooperative effort between business leaders and agencies that help people with disabilities find work.

Recognized nationally as a top-five network, KYBLN developed a Web site to help employers find a pool of job-ready applicants at www.kybln.org.

◆ DVR's PACE program — Preparing Adults for Competitive Employment — places people with disabilities into short-term, temporary work experience positions at no cost to employers.

The employer can try out an individual with no money invested. During this time, DVR pays the trainee, who gains valuable work experience, and employers determine whether to hire the person permanently.

◆ The department helps employers meet hiring needs by getting to know the company's business and jobs and then recruiting the right candidate. DVR advises employers on accommodations if needed by an employee with a disability. DVR helps employers retain workers who become disabled by identifying accommodations that will allow employees to stay on the job.

◆ DVR and the Kentucky Developmental Disabilities Council are assisting 15 people with severe disabilities in starting their own businesses. The agencies are bringing together small business experts and a support team to help the first five entrepreneurs in establishing a lunch delivery service, greenhouse, greeting card design company, plant care service and hobby store.



Evening the odds

An adult education success story

“Some long-term employees couldn’t be promoted to supervisor ... Now we’re able to get supervisors from our pool of employees.”

Jan Landers

Above: “Sugar” Willey, right, teaching some Keeneland employees, is a GED and English as a Second Language instructor.

Keeneland race course has a winning tradition with horses and now has a winning custom with its employees through the GED Incentive Program. Several employees have reached the finish line and earned their GEDs.

Kentucky employers can earn a tax credit of up to \$1,250 by allowing employees paid release time to study for the GED test. Employees can earn a \$250 tuition discount per semester for a maximum of four semesters at a Kentucky public postsecondary institution.

Keeneland Director of Human Resources Jan Landers said a company policy requires supervisors to have a high school diploma or GED. “Some long-term employees couldn’t be promoted to supervisor because of the policy. Now we’re able to get supervisors from our pool of employees,” she said.

Landers says the program boosts employee morale and self esteem among people who take the classes.

“They are so very proud. And it brings out loyalty to the company because they can say, ‘Look what the company is doing for me,’” she said.



More than able

Vocational rehabilitation success stories

Employers across Kentucky are finding success through hiring applicants referred by the Department of Vocational Rehabilitation.

St. Elizabeth Medical Center in Edgewood has hired employees through DVR's supported employment program, which helps people with the most significant disabilities find work.

DVR refers people to the center, and they begin work after a Northern Kentucky partner agency, New Perceptions, prepares them for the workplace.

"This is a wonderful program," said Lisa Blank, St. Elizabeth's human resources manager. "The longer it's in operation, the better it is. And it is helping everyone become much more accepting of diversity."



Ted Woods, general manager of Marriott Fairfield Inn and Suites, Hopkinsville, not only hires people with disabilities, he encourages fellow managers to do the same.

"I've hired several people through the DVR's Preparing Adults for Competitive Employment program (PACE). This has been a very positive experience," Woods said. "I train other managers, and I encourage them to give people with disabilities a chance to work."

PACE allows employers to take on DVR referrals for a short period and then make a decision about continued employment. The department pays the person's salary during the trial employment.



“This is a wonderful program ... it is helping everyone become much more accepting of diversity.”

Lisa Blank

Above: Michael Ott, one of DVR's supported employment consumers, works with another St. Elizabeth's employee.

Department for Training and ReEmployment

◆ Through a nationwide effort led by the U.S. Department of Labor, the department and Kentucky's One-Stop Career Center system have entered into a partnership with Home Depot to recruit qualified employees for the rapidly growing company. DTR staff and representatives of local Workforce Investment Areas are working with Home Depot human resource managers so that One-Stop Career Centers can serve their needs. One-Stop Career Centers are working with Toys R Us stores in a similar project.

Department for the Blind

◆ The department's Kentucky Business Enterprises provides ongoing training, technical support and management services to 59 businesspeople who are blind and who operate 56 vending and food service facilities, including providing meals to Ft. Knox troops.

In fiscal year 2002, two new businesses were developed at Anderson County Technical College and the Gateway IRS Center in Covington.

◆ DFB helps employers retain incumbent workers who become visually impaired by identifying accommodations that will allow workers to stay on the job, thus helping to retain valuable workers who otherwise may stop working.

Department for Technical Education

◆ The department has helped develop 43 training consortia to address workforce issues on a county or regional level. The consortia largely involve manufacturing businesses; however, in 2002, DTE helped develop Kentucky's first health care training consortium to address high turnover in nursing and allied health staff in Louisville-area hospitals.

The consortium includes 12 hospitals and seven educational institutions. With DTE assistance, the consortium received \$80,000 in grants from the Cabinet for Economic Development's Bluegrass State Skills Corporation to provide training for nurse managers and front-line staff.

Points of View

"International Paper has expanded its Hopkinsville Plant by 250 percent since January 2002. This would not have been possible without the efforts and hard work of the Hopkinsville DES office." Danny Bates, International Paper Human Resources Leader, Hopkinsville



"We appreciate the service you provide applicants interested in working for NAACO and the prompt manner in which you respond to our needs," Beth Gifford, Human Resources Supervisor, NAACO Materials Handling Group Inc., Berea



"I am a delighted customer of the Department for Employment Services/Somerset Career Center. The services provided by the staff are outstanding. I recommend and encourage all employers to use the department for their employee selection and training needs." Tammy Price, Human Resources Manager, Somerset Glass Plant



◆ In partnership with the Bluegrass State Skills Corporation, the department has assisted 38 companies with \$2.7 million in incumbent employee training over a two-year period. Area technology centers provided all or part of the training.

◆ DTE was instrumental in the development of Kentucky Manufacturing Skill Standards, which the department actively promotes. DTE is incorporating the industry-driven skill standards into all manufacturing-related programs in area technology centers.





Building Self-Sustaining Families



For families to be self-sustaining, they must have the opportunity to earn a good living. Toward this end, the Cabinet for Workforce Development provides Kentuckians with education, training and employment opportunities.

In fiscal year 2002, CWD agencies placed 56,500 Kentuckians in jobs, funded and provided training and education for 119,800 people and provided workforce information, job search assistance, job readiness skills and vocational counseling to countless numbers of Kentuckians. The goal of these efforts, as detailed in this section, is building self-sustaining families.

Cabinet for Workforce Development

◆ A new online service, Employ Kentucky, offers opportunities to register for jobs, apply for employment and training services, complete a job search and develop a resume — all from any Internet-connected computer. An initiative of Governor Patton's EMPOWER Kentucky project, Employ Kentucky provides electronic options for accessing employment and training services. Employ Kentucky is available at www.kycwd.org.

◆ In fiscal year 2002, CWD received \$1.4 million in federal incentive funding for exceeding performance standards. The funding enhanced the state's system of local One-Stop Career Centers by providing each center with computers and workstations fully accessible to people with disabilities to eliminate barriers to accessing employment and training information.

◆ A series of Farm Family Education Expos provided information on financial management, labor management, migrant labor, home-based business, diversified agriculture, marketing and job search. The Governor's Office of Agricultural Policy, CWD and the University of Kentucky College of Agriculture Cooperative Extension Services hosted the expos.





“... services from the Cabinet for Workforce Development were a tremendous help to getting my family back on track financially.”

Theresa Jones

Above: The Nia Center, a One-Stop Career Center in Louisville, provides reemployment and training assistance, among other services.

Knowing the way

A training and reemployment success story

Employment services specialist Theresa Jones has walked more than a mile in the shoes of the laid-off Kentuckians she serves. After 10 years with Fruit of the Loom in Jamestown, Jones lost her job when the company moved overseas.

Through the Workforce Investment Act administered by the Department for Training and ReEmployment, Jones went to Somerset Community College where she earned a two-year degree in business. With help from the Department for Employment Services, Jones became a case manager with Lake Cumberland Community Services.

Jones, who has one child, said the services from the Cabinet for Workforce Development were a “tremendous help to getting my family back on track financially.”

Now she works for the DES Somerset office helping other people who are in the same situation. “Being laid off was the best thing that ever happened to me. If I hadn’t been laid off I would have not gone back to school,” Jones said.



◆ CWD is a major partner in KyCARES, a Web-based human services resource tool. An EMPOWER Kentucky initiative, www.kycares.net is a portal that links people to employment, education, and health and human services. The site boasts listings for 27,000 local, state and federal providers and 46,000 services.

Department for Employment Services

◆ In fiscal year 2002, DES provided services to nearly 256,000 Kentuckians. These services ranged from providing access to Internet-connected computers so customers can conduct their own job searches to providing intensive services that help individuals become job ready and enter the workforce.

◆ The department placed more than 46,000 applicants in jobs. The placements include individuals in the workforce for the first time, those who were employed or underemployed and sought a career change, people who relocated, the unemployed, and welfare recipients, many of whom were on the verge of losing federal financial assistance.

◆ To help sustain families through periods of unemployment, DES provided nearly \$548 million in unemployment insurance benefits to more than 375,000 Kentuckians out of work through no fault of their own. The infusion of nearly \$46 million per month into Kentucky communities also helped sustain the commonwealth's economy.

◆ Through two federal programs, the department provides college tuition and cash assistance to Kentuckians unemployed as a result of foreign trade or imports. In fiscal year 2002, DES provided benefits to more than 1,200 individuals under the NAFTA Transitional Adjustment Assistance program and to nearly 1,700 people under the Trade Adjustment Assistance program.

Enterprising ventures

An independent living success story

Owning a vending machine business at Central Kentucky Technical College's Anderson Campus means more than having an income to Doug Huffman.

"It's helped develop my character and a positive outlook on life. It's helped me be grounded in the way I conduct myself and the way I deal with the public," said Huffman of his venture through the Department for the Blind's Kentucky Business Enterprises (KBE).

The 49-year-old visually impaired business owner buys the inventory, stocks the machines, cleans and maintains the machines and does the paperwork to keep his business running. He has been at the school for more than a year.

He said he has learned many useful skills such as being disciplined with money and time.

"It gives me an opportunity to be enterprising," Huffman said. "It's been extremely positive and rewarding because of the people I've met and been associated with."

“It gives me an opportunity to be enterprising. It's been extremely positive and rewarding ...”

Doug Huffman

Right: George Stokes, a Department for the Blind KBE vendor in Frankfort.





◆ DES provides career and labor market information geared to help students and job seekers make career decisions. The Kentucky Occupational Outlook to 2008 projects the commonwealth's fastest growing career areas. The Kentucky Career Profile is a supplement to the occupational outlook and provides detailed information on 250 occupations. The profiles include required education, training and skills, job descriptions, advancement opportunities and related occupations. Access to the publications is available through www.desky.org.

◆ The department ensures that qualified veterans receive preference in referrals to job openings listed with DES. In 2002, the department served nearly 28,000 veterans.

◆ In partnership with the Department for Community-Based Services, DES has the primary responsibility for assisting welfare recipients obtain employment. In 2002, DES placed more than 4,500 welfare recipients in jobs.

Department for Training and ReEmployment

◆ The department's Rapid Response Team coordinates worksite meetings with employees being laid-off. During fiscal year 2002, the team met with nearly 10,000 employees of 139 companies in Kentucky. Team members urge people to look for opportunities to go back to school, to start a new career and to fulfill their dreams. The team provides information on unemployment insurance, job search and funding for education and training.

◆ Through \$29.7 million in federal Workforce Investment Act funding, DTR funded placement and training services for more than 16,060 adult workers, dislocated workers and youth in Kentucky. Services provided through the commonwealth's system of One-Stop Career Centers assisted Kentuckians in acquiring new skills, updating current skills and finding new or better jobs.



Department for the Blind

◆ Through the department, 309 people with visual impairments were placed in jobs in fiscal year 2002. The total gain in earnings by DFB consumers was \$1.9 million.

◆ The McDowell Center for the Blind provides services to people with visual disabilities to improve their quality of life and to make them ready for the workforce.

The center provides vocational counseling and individualized training in speech and Braille communication devices, computer technology, housekeeping, cooking, community travel, recreation and social skills. During training, up to 30 people can live at the center. In fiscal year 2002, the center served 432 customers, a 50 percent increase over the previous year.

◆ DFB, Kentucky School for the Blind, DFB's State Rehabilitation Council and local educational agencies help students who are visually impaired plan for postsecondary education or employment. A "transition weekend" for these students and their parents allows them to work with counselors and develop individual post-high-school plans. Approximately 10 percent of DFB customers are students transitioning to postsecondary education or employment.



Department of Vocational Rehabilitation

◆ During fiscal year 2002, the department helped 4,557 people with disabilities to enter the workforce. The total gain in earnings by DVR consumers was \$62 million.

◆ DVR collaborates with the departments for Employment Services and Adult Education and Literacy and the Cabinet for Families and Children to help welfare recipients with disabilities transition into employment. Project End Dependence provides job readiness classes and job placement for participants.



A healthy career move

A training and reemployment success story



“When I was laid off, I thought that was the worst thing that could happen to me. Looking back, it was a blessing in disguise.”

Clara Collins

Ask Clara Collins about returning to school, and she'll say, “It's never too late.”

When she was laid off from a bookkeeping job, Collins enrolled in the dislocated worker program funded by the Department for Training and ReEmployment.

“When I was laid off, I thought that was the worst thing that could happen to me,” she said. “Looking back, it was a blessing in disguise.”

With the program's assistance, she earned a nursing degree and, within one month of graduation, was hired as a registered nurse by the Highlands Medical Center in Prestonsburg. Her new career has made a drastic improvement in her family's financial situation.

“I've always worked, but now I'm self sufficient,” she said. “We can get the things we want, not just the things we need. I've made a change for all of us.”

Above: More than 16,060 Kentuckians received training and placement services funded by the Department for Training and ReEmployment.

◆ The Carl D. Perkins Comprehensive Rehabilitation Center provides training programs, rehabilitation services and state-of-the-art equipment to help people with disabilities obtain or maintain a job and live independently. In fiscal year 2002, the Perkins Center served 1,200 customers.

◆ DVR provides assistance to people with significant disabilities through its supported employment program. DVR staff and local agencies form a support team that may provide services such as job coaching, job analysis, transportation and intensive follow-up services to ensure success on the job. In fiscal year 2002, DVR served 787 people through supported employment.

◆ A collaboration of agencies helps special education students transition from school to employment by providing the one-on-one specialized services of a job trainer. The Community-Based Work Transition Program, which includes DVR, Department for the Blind, Kentucky Department of Education and the Interdisciplinary Human Development Institute at the University of Kentucky, served 1,242 students in fiscal year 2002.



Department for Adult Education and Literacy

◆ More literate Kentuckians are likelier to have full-time employment and earn more money than those at low levels of literacy. Lower levels of literacy are associated with higher levels of poverty and welfare dependency.

The department is helping to raise literacy levels in Kentucky and build self-sustaining families by increasing enrollment in adult education programs and the number of people earning GEDs. For the statistics, see the Improving Education section of this report.

◆ Kentuckians with a high school credential increase their earnings by 37 percent over Kentucky residents who do not finish high school, leading to more self-sufficiency. Since a high school credential is the first step toward postsecondary education, GED graduates are also priming themselves for an even higher earning potential.



A Kentuckian with a two-year degree earns 68 percent more than someone who did not finish high school. A bachelor's degree brings 130 percent more in earnings as compared to a high school drop-out.

◆ The department funds English as a Second Language (ESL) classes through adult learning centers across the state. In fiscal year 2002, 4,800 ESL students were enrolled in 47 counties. The department also provides ESL classes in the workplace upon request.



A close-up photograph of a person's hand, with the index finger wrapped in a white medical bandage. The hand is resting on a white surface that features a grid of small, raised, circular bumps, similar to a Braille pattern. The lighting is soft, and the focus is on the hand and the textured surface.

Improving Quality of Life



The Cabinet for Workforce Development provides opportunities for Kentuckians to improve themselves financially, professionally and personally. While the cabinet's services are geared toward helping people enter the workforce, one critical byproduct is that people's lives are improved. Descriptions of services that help Kentuckians improve their quality of life are woven throughout this report; others are highlighted in this section.

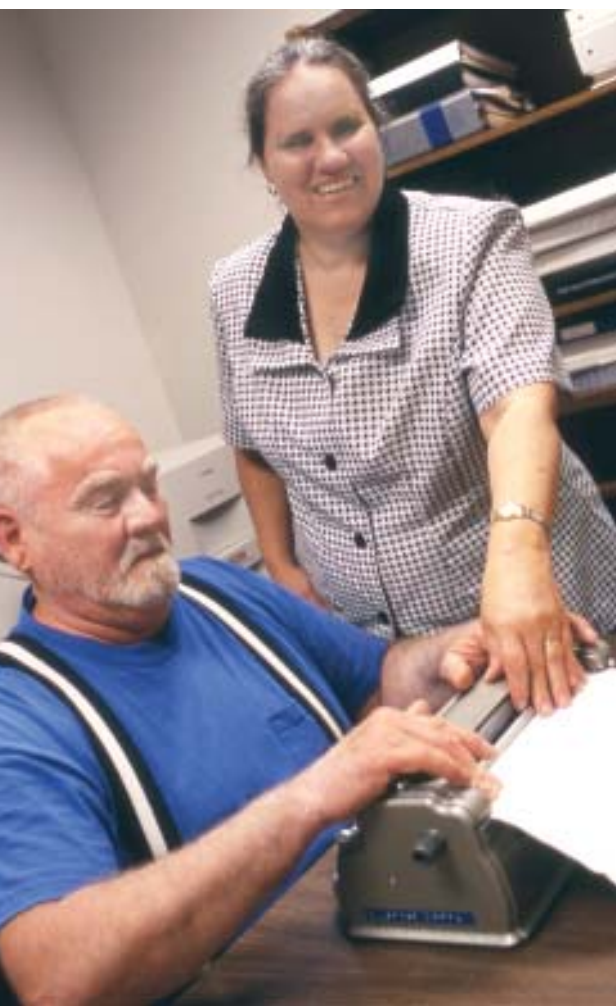
Department for the Blind

◆ The department assists people with low vision to earn their driver's license. People with visual impairments who meet the program requirements must complete 60 hours of instruction with a trained specialist and be fitted for bioptic glasses that magnify road signs and stop lights. Driving not only provides more independence for individuals but also expands their employment opportunities. During fiscal year 2002, DFB served 24 bioptic drivers.

◆ DFB's Independent Living Services help people with visual impairments to perform daily tasks by themselves. Specialists provide training in the person's home on ways to perform everyday activities, such as cooking, cleaning, organizing cabinets, styling hair and coordinating clothing. The department provides adaptive equipment, such as talking clocks and calculators, magnifiers and check-signing guides. During fiscal year 2002, DFB provided Independent Living Services to 976 customers.

Department for Adult Education and Literacy

◆ Increased literacy impacts lives not only in terms of earnings but also in terms of parenting, citizenship and functioning in society. People who are more literate are more likely to take part in and encourage their children's education, more likely to be informed about current events, more likely to vote and find it easier to understand forms, bills, budgets, instructions and directions. For more information about DAEL's impact, see Improving the Education Product section.



Driving force

*An independent living
success story*

“I wanted to be independent. I just can’t tell you the excitement I felt when I drove home the first time.”

Ronnie Brock

Above: A visually impaired man learns to drive with the help of a training instrument at the Department for the Blind’s McDowell Center in Louisville.



Richmond resident Ronnie Brock has overcome many obstacles to gain independence, but some achievements seemed beyond his reach because he has a visual impairment. But in February 2002, Brock made a 96 on his driving test after completing the Department for the Blind bioptic driving program.

Before taking the driving test, Brock had to meet the program requirements and complete 60 hours of instruction with a trained specialist. He also had to be fitted for bioptic glasses that magnify road signs and stop lights.

“All your life not being able to drive gets tiresome after awhile. I wanted to be independent,” Brock said. “I just can’t tell you the excitement I felt when I drove home the first time.”

Brock, a math instructor at the Madison County Adult Education Center in Richmond, is a graduate of Eastern Kentucky University.

“(Driving) gives you a freedom you’ve never known,” he said. “It makes you feel good about yourself.”



Department for Training and ReEmployment

◆ Through federal Workforce Investment Act funding, DTR served 8,511 Kentuckians age 14-21 in youth programs. DTR sponsored a Youth Summit for nearly 200 local and state Workforce Investment Board and youth council members and youth service providers. The summit provided technical assistance workshops and highlighted innovative programming.

Department of Vocational Rehabilitation

◆ DVR sponsors the Kentucky Assistive Technology Loan Corporation, which offers low-interest loans through Fifth Third Bank and Kentucky Housing Corporation for applicants who need equipment or home modification to increase the person's mobility or help them be independent. In fiscal year 2002, DVR received a \$1 million federal grant to help fund the program.

Office of the Secretary

◆ The Office of the State ADA Coordinator helps people with disabilities, employers, government agencies, medical providers and others understand the Americans with Disabilities Act (ADA). The office provides technical advice to assist Kentuckians in resolving accessibility and disability discrimination complaints. During fiscal year 2002, the ADA office responded to 500 inquiries and assistance requests and/or reviewed more than 50 facilities for ADA compliance.

◆ In 2002, the ADA office conducted 34 ADA training presentations for nearly 1,900 participants in government agencies and private business.

◆ The ADA office created a Web site available at www.kycwd.org.

◆ The Office of the Secretary's Client Assistance Program (CAP) provides advice, assistance and information regarding rehabilitation programs of the Department of Vocational Rehabilitation and Department for the Blind. In 2002, CAP helped more than 100 Kentuckians understand or access programs and resolve conflicts regarding services.

Passion power

An adult education and training/reemployment success story

At 58, Virginia Bradley has found her passion in life.

“It’s the most rewarding thing I’ve ever done,” said Bradley of her work with special education students in the Ashland school system.

Bradley became a substitute teacher’s aide after the closing of the store where she had worked for 20 years. During a Department for Training and ReEmployment Rapid Response Team meeting, Joan Flanery of the local adult education center told store employees about opportunities at the center. Bradley started attending classes at the center to refresh her skills.

“The Lord opened the window and let the ray of sunlight in when I needed it. (The store’s) closing was the dark cloud,” Bradley said. “The adult learning center was the ray of sunlight I needed at the time.”

She landed a job with the school system. “It’s just so rewarding. There’s a new excitement in me,” she said. “When you’ve made (the students’) day better, it makes your day better.”

Bradley said without help and encouragement from the learning center, she would not have her job. “They are the greatest team of people to encourage you. I’m sold on it.”



“The adult learning center was the ray of sunlight I needed at the time. There’s a new excitement in me.”

Virginia Bradley

Above: Virginia Bradley, right, with Teresa Walters, an assistant at the Ashland Adult Education Center.



“After the accident, I knew I had to get an education because I was going to have to use my brain instead of my back ... (DVR) helped me through a difficult time.”

Chris Smithmier

Still standing

A vocational rehabilitation success story

Chris Smithmier occasionally stands when he works. This wouldn't be extraordinary, except that he is paralyzed from his mid-chest down.

Smithmier stands with the assistance of a specialized wheelchair that lifts him into a nearly vertical position during some of his tasks at Murray Mold and Die, where he is a CAD (computer-aided design) operator and a CAM (computer-aided manufacturing) programmer.

The Department of Vocational Rehabilitation paid for Smithmier's wheelchair. But that is only one aspect of how the department assisted him.

After he was paralyzed in an accident, Smithmier couldn't return to his previous job. "I was doing manual labor. After the accident, I knew I had to get an education because I was going to have to use my brain instead of my back," Smithmier recalled.

A DVR counselor helped him create a plan to earn his college degree. The department paid for his college tuition and books, and a DVR employment specialist helped him find a job after he graduated.

"(DVR) helped me through a difficult time," said Smithmier. "I have a lot of gratitude for them ... (DVR) is a wonderful agency."

Above: Smithmier stands with the assistance of a specialized wheelchair during some of his tasks at Murray Mold and Die.



**Strengthening
State
Government**



The Cabinet for Workforce Development is committed to the philosophy of “continuous improvement.” Employees put this philosophy into action and find ways to strengthen and enhance state government operations. Improved state government operations are detailed in this section.

Cabinet for Workforce Development

◆ CWD underwent a redesign to extensively revise many administrative methods. The redesign is a dynamic process, continuing to evolve as ongoing continuous improvement teams examine many operations and recommend better ways of doing business. Redesign implementation highlights include:

- ✓ Cutting the administrative steps in half for most personnel actions.
- ✓ Streamlining the payroll function.
- ✓ Implementing a new employee orientation to foster communication and partnerships.
- ✓ Starting a cabinet-wide recognition and awards program.
- ✓ Establishing cabinet marketing.
- ✓ Implementing an employee Web site for more effective internal communications.
- ✓ Transitioning the cabinet’s traditional information technology services into a proactive support office.
- ✓ Providing personal computer support to cabinet employees in a timely and efficient manner.
- ✓ Developing a cabinet-wide employee training plan.

- ▶ CWD agencies have worked with the U.S.

Department of Labor to develop the Employ Kentucky system that includes case-management technology used by state and local employment specialists. Implemented in phases beginning May 2002, Employ Kentucky allows CWD local offices and partner agencies to connect employers and job seekers, connect individuals to employment and training services, make referrals to job interviews, make electronic referrals to other agencies and meet federal Workforce Investment Act reporting requirements.



◆ A comprehensive training curriculum on physical and programmatic accessibility, titled “Widening Our Doors,” is being provided to more than 1,200 One-Stop Career Center system staff members statewide. The training focuses on providing better services to persons with disabilities, older workers and refugees. With this effort, Kentucky is recognized nationally as a leader in providing accessibility training statewide to one-stop staff.

Department of Vocational Rehabilitation/ Department for the Blind

◆ To develop and train their own workforce, DVR and DFB have implemented a career ladder that allows employees to complete three levels of training to obtain certification as a professional rehabilitation assistant. During 2002, 93 employees participated in the PRA program.

◆ DVR and DFB services were ranked fifth in the nation in a study by the Journal of Rehabilitation Administration.

◆ DVR was recognized in 2002 by the federal Social Security Administration for maintaining a high average rate of federal reimbursement monies for placing people into jobs during the last six years. During that time, SSA has reimbursed the department for nearly \$10.4 million.

◆ Of DVR customers who retained or obtained employment with help from the department, 93 percent rated DVR’s services as good or very good — the two highest categories — according to a survey by the University of Kentucky. Nearly 90 percent of all consumers surveyed indicated they would return to DVR for services if necessary.

◆ Approximately 95 percent of DFB customers rated services as excellent or good, which are the top ratings, according to a study by the University of Kentucky. More than 98 percent of the respondents said the quality of the services were appropriate and met their needs.





Department for Employment Services

◆ DES has improved the efficiency and effectiveness of its local offices by cross-training all staff to deliver integrated programs and services and implementing self-registration and customer resource rooms in local offices.

◆ During fiscal year 2002, three employees — Darnell Nunnery, Greg Dempsey and Linda Graves — won monetary awards for their suggestions to save state government time and money. They were recognized by Governor Patton in the annual Employee Suggestion System Awards ceremony for saving the state \$914,000.

Department for Training and ReEmployment

◆ DTR provides ongoing programmatic and financial information statewide to the 10 Workforce Investment Areas it funds. To connect local staff with potential resources and promising practices and to create continual access to the latest revisions in forms, policies and procedures, DTR created Web sites for two areas — youth services and finance. Local staff can go online and find the latest change in eligibility procedures, new funding opportunities, online forms plus archives and research functions.

Department for Technical Education

◆ The department awarded 30 of its area technology centers with Schools of Excellence banners for meeting or exceeding performance standards.

◆ Breathitt County ATC carpentry instructor Claude Gross was one of three teachers who received the Associated General Contractors National Teacher of America award.

◆ DTE provides annual technical update and professional development training to teachers in area technology centers, high school career and technical programs, community and technical colleges and associate degree university programs. In 2002, 800 teachers took advantage of this training.

A young man with short blonde hair and glasses is seated in a driving simulator, holding a black steering wheel with both hands. He is wearing a light grey polo shirt over a white t-shirt. In the background, a woman with short brown hair, wearing a dark patterned shirt, is seated and looking towards him. A yellow sign with the word "STUDENT" in bold black letters is visible behind the man. The simulator includes a rearview mirror and a gear shift lever.

STUDENT

**About
the CWD**



Agency information



The Cabinet for Workforce Development is made up of six departments and the Office of the Secretary.

The **Office of the Secretary** consists of the following support offices to provide administrative support and services to the six departments: Budget and Administrative Services, Communication Services, General Counsel, Quality and Human Resources, Technology Services and Workforce Partnerships, which provides staff support to the Kentucky Workforce Investment Board.

- Office of the Secretary
- 1-502-564-6606 or 1-800-648-6056 (TDD)*
- www.kycwd.org

The **Department for Employment Services** assists employers in finding qualified applicants for jobs, while assisting job seekers in finding employment. The DES unemployment insurance program provides benefits to ease financial burdens on individuals who are unemployed through no fault of their own. DES compiles and disseminates a wide range of workforce statistics, including employment, unemployment and wage information.

- Department for Employment Services
- 1-800-562-6397
- www.desky.org

The **Department of Vocational Rehabilitation** provides assessment, guidance, counseling and job placement services to assist eligible Kentuckians with disabilities achieve their career goals. The department also operates a comprehensive rehabilitation center. DVR assists employers fill approximately 5,000 positions each year with qualified, job-ready applicants.

- Department of Vocational Rehabilitation
- 1-800-372-7172 or 1-888-420-9874 (TDD)*
- kydvr.state.ky.us

The **Department for the Blind** offers educational assistance, job training and placement, and assistive technology to Kentuckians with visual disabilities. DFB operates a comprehensive vocational rehabilitation center for workforce preparation. The department's Kentucky Business Enterprises program offers vending and food service opportunities for Kentuckians with visual disabilities. DFB provides a ready workforce for employers.

- Department for the Blind
- 1-800-321-6668 or 1-502-564-2929 (TDD)*
- kyblind.state.ky.us/

The **Department for Adult Education and Literacy** funds GED classes through adult education centers in all 120 Kentucky counties. The centers also offer adult basic education classes and family literacy programs for parents and children. The department offers worksite classes customized to employers' needs. Instruction is also available in SkillMobiles, vans equipped with state-of-the-art computers, printers and wireless Internet access.

- Department for Adult Education and Literacy
- 1-877-740-4357 or 1-502-564-5114 (TDD)*
- adulthood.state.ky.us or www.kyvae.org

The **Department for Technical Education** offers high school students technical training in 53 area technology centers, which serve 72 percent of the state's school districts. Students prepare for careers in medicine, computers, business, construction, manufacturing and other exciting fields. The schools also partner with local communities in economic development and training efforts. School-to-Work programs expose students to career choices and work experience.

- Department for Technical Education
- 1-800-223-5632
- www.kytech.ky.gov



* TDD: Telecommunications Device for the Deaf



The **Department for Training and ReEmployment** administers federally funded Workforce Investment Act (WIA) programs through 10 local workforce investment areas. These programs through One-Stop Career Centers help people acquire new skills, update current skills and find new or better jobs. DTR's Rapid Response Team helps employers and employees during layoffs with information about retraining, job opportunities and other local, state and federal services. WIA youth services help young people increase their chances of success in school and in the workplace.

- Department for Training and ReEmployment
- 1-502-564-5360 or 1-502-564-9164 (TDD)*
- dtr.state.ky.us/



2002 at a glance

● ● ● ● ● ●

- CWD agencies placed 56,500 Kentuckians in jobs, funded and provided training and education for 119,800 people and provided workforce information, job search assistance, job readiness skills and vocational counseling to countless numbers of Kentuckians.
- CWD implemented Employ Kentucky, which provides online customer service and case-management technology used by state and local employment specialists.
- A record 14,651 Kentuckians earned a GED.
- A record 86,413 Kentuckians were enrolled in adult education classes funded by the Department for Adult Education and Literacy.
- The Department for Adult Education and Literacy helped facilitate workplace-based education and training for 22,164 Kentucky workers in 618 worksites.
- More than 22,000 high school students were enrolled in technical education through the Department for Technical Education.
- The Department for Technical Education helped develop Kentucky's first healthcare training consortium to address high turnover among staff in Louisville-area hospitals.
- The Department for Employment Services provided assistance to nearly 256,000 Kentuckians. The department placed more than 46,000 applicants in jobs.
- Through the Department for Employment Services, nearly 1,000 employers filed and paid quarterly unemployment taxes online.

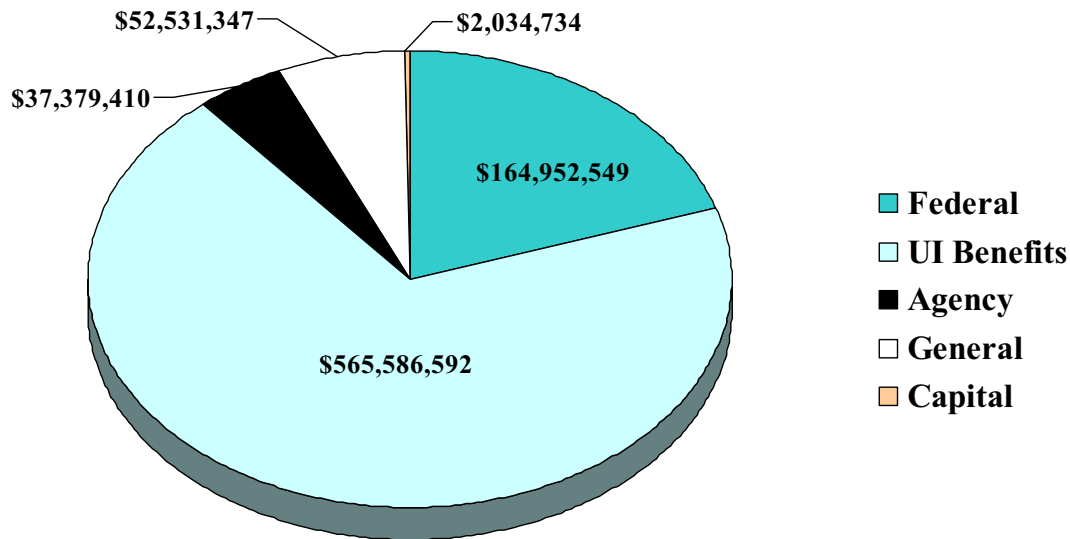




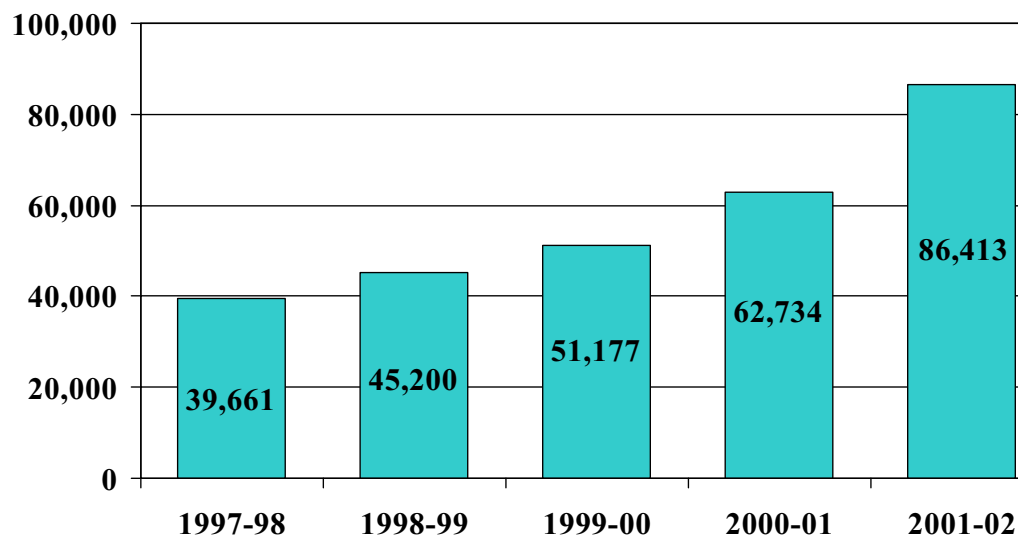
- The Department for the Blind placed 309 people with visual impairments into the workforce. The total gain in earnings by DFB consumers was \$1.9 million.
- The Department for the Blind provided Independent Living Services to 976 customers to improve their quality of life and help them to independently perform everyday chores.
- The Department for Training and ReEmployment's Rapid Response Team met with 10,000 employees facing lay-offs from 139 companies.
- Workforce Investment Act programs funded by the Department for Training and ReEmployment through One-Stop Career Centers served 16,060 Kentuckians.
- The Department of Vocational Rehabilitation helped 4,557 people with disabilities to enter the workforce. The total gain in earnings by DVR consumers was \$62 million.
- The Department of Vocational Rehabilitation served 787 people through the supported employment program, which provides workforce assistance to people with significant disabilities.

Key CWD statistics

Cabinet Expenditures by Fund Source
FY 2002

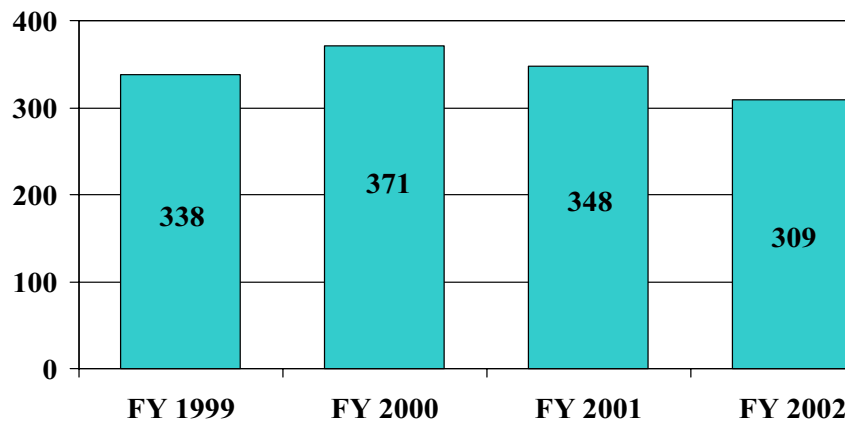


Department for Adult Education and Literacy
FY 1997-98 through FY 2001-02

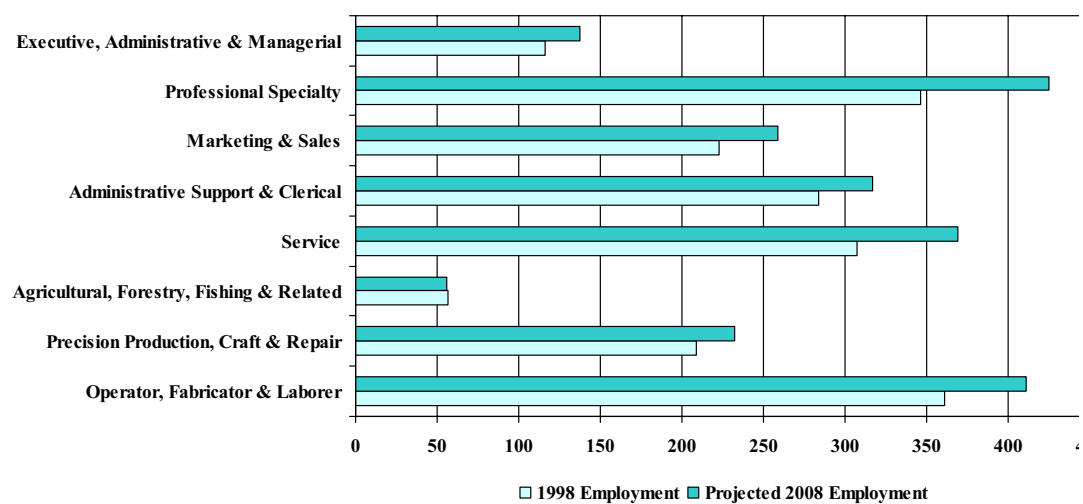




Department for the Blind FY 1999-02

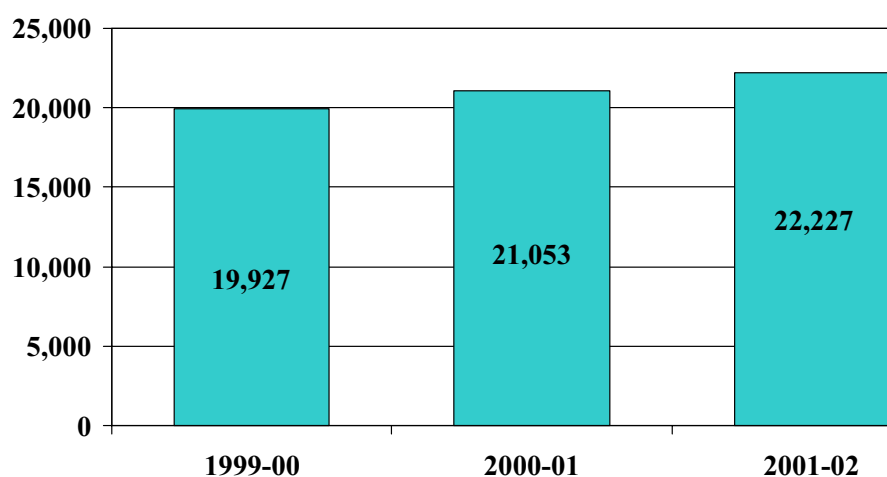


1998-08 (in thousands)



Source: *Kentucky Occupational Outlook to 2008*,
Department for Employment Services, Research and Statistics Branch

Department for Technical Education
1999-00 through 2001-02

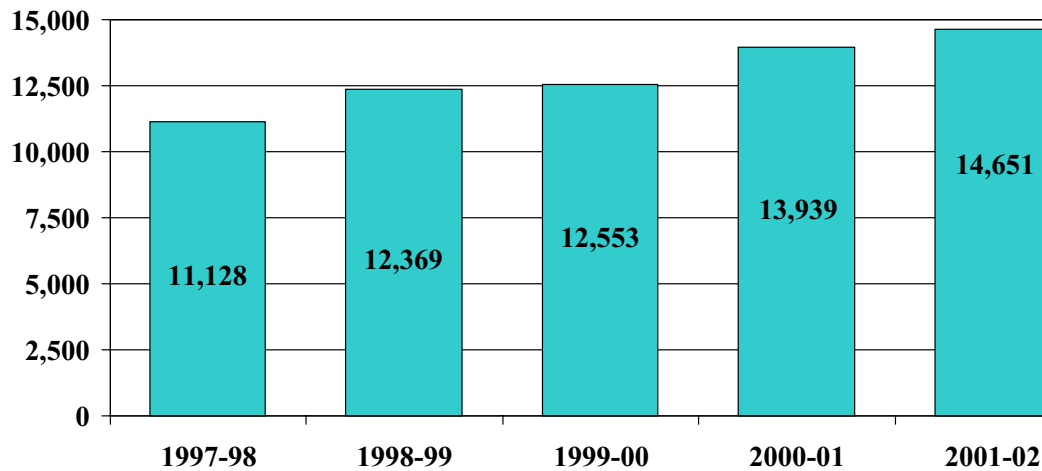


Department for Training and ReEmployment
FY 2002
(by industry)

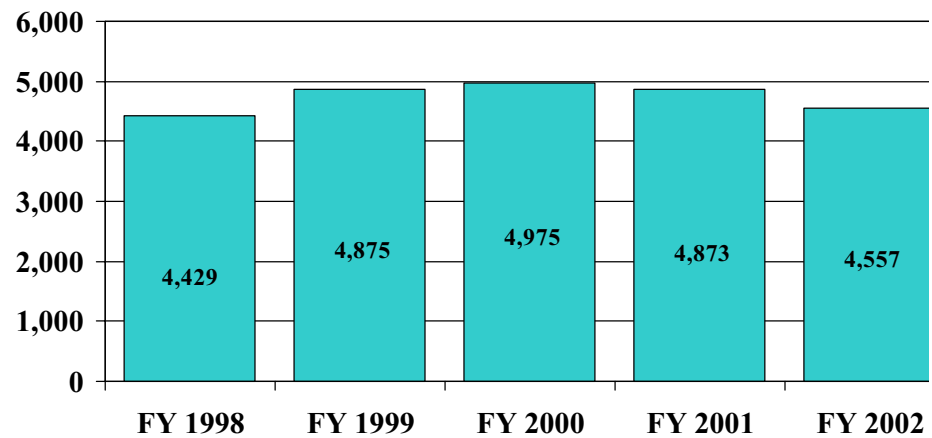
Industry	Number of Workers	Percentage
Mining	319	3
Construction	97	1
Manufacturing	7,624	76
Transportation, Communication, and Public Utilities	321	3
Wholesale Trade	126	1
Retail Trade	625	6
Finance, Insurance, and Real Estate	311	3
Services	489	4
Public Administration	55	0
Total	9,967	100.



Department for Adult Education and Literacy
FY 1997-98 through FY 2001-02



Department of Vocational Rehabilitation
FY 1998-02





Produced by the Cabinet for Workforce Development Office of Communications Services

Printed with State Funds
June 2003

The Kentucky Cabinet for Workforce Development does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, or marital status in the provision of services or employment practices in accordance with Title VI and Title VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.



Cabinet for Workforce Development